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| KatHLEEN White | | | |
|  | Kingwood, TX 77345 | 832-368-6883 | quats5@gmail.com | | |
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| University of Houston  B.S. in Computer Science, Business Option | | 2015 | |
| A.B.O. Certified Optician, Lenscrafters | | 2015 — now | |
| * Advised on fit, style, and appropriate technology in order to sell frames, lenses, or glasses * Adjusted and performed troubleshooting on problematic eyeglasses * Assembled and inspected new glasses to confirm up to corporate standard * Opened and closed store as keyholder, including bank deposits and price overrides | | | |
| Merchandiser, Mosaic Sales Solutions | | 2006 — now | |
| * Built and maintained relationships with store and theatre personnel to optimize brand placement. * Assembled new DVD release and upcoming theatrical release displays. Responsible for the “perfect photo” of the best of each design to represent our district to Disney corporate. * Frequently assigned as troubleshooter for special projects or new employees | | | |
| Customer Service Representative III, Compaq Computer Corporation | | | 1997 — 2003 |
| Concurrently:   * Webmaster for the Compaq Factory Outlet: created product description HTML pages and graphics for all products offered on the website, designed simple pages and graphics for periodic promotions, and responded to emails to the customer service address. * Telephone operator for the Compaq Factory Outlet division, as well as backup telephone and counter customer service and installer for basic customer computer components. * Parts coordinator: ordered, tracked, and returned all parts for the Factory Outlet service center. Implemented an improved method of tracking that eliminated late service part returns. | | | |
| Incredible Universe  Systems Technician | | | 1995 — 1997 |
| * Maintained and monitored point-of-sale terminal computers, handheld devices, and registers. * Created and ran AS/400 queries for operations and sales reports. * On call 24/7 in case of system crash. | | | |
| Professor (Supervisor/Trainer) | | |  |
| * Trained computer sales personnel on hardware, software, and accessory products. * Advised sales personnel on technical questions from customers. * Supervised computer department, including first-level customer issue escalation and price overrides. * Met individual sales goals; consistently excelled in add-on and profit margin percentage margin rankings. | | | |
| Sales Representative, Computer City | | | 1993 — 1995 |
| * Consistently met sales goals and exceeded profit margin and add-on goals.   Responsible for daily price tag updates, monthly product end cap resets. | | | |
| Virtual Notebook System Beta-Tester, Rice University | | | Summer 1993 |
| * Tested a hypertext Internet application under joint development with Baylor College of Medicine. * Created a tutorial for all users and online material for a library research class within the VNS program. | | | |